

FAQS for User Managers

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- **1. What is a User Manager?**

User Manager is the name of a role in Egrants. An individual with this role will be able to manage user access for their agency's projects.

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- **2. What do User Managers do?**

User Managers are responsible for reviewing Egrants access requests submitted by employees within their agency. Employees must request access and receive access approval before they are able to work with applications, reports, etc. in Egrants. When an employee submits an access request, they will request that they be assigned specific roles within Egrants. Each role allows a different level or kind of access within Egrants. It is the responsibility of the User Manager to approve or deny the employee's access request for roles.

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- **3. What is an Access Request?**

An access request is a request that a user submits to the User Manager through Egrants. An access request could request roles and/or access to specific subgrants.

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- **4. What is a security role?**

A security role determines the type and amount of access a user has within Egrants

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- **5. What roles are available in Egrants?**

The available roles are User Manager, Program Reader, Program Creator, Financial Reader, Financial Creator, and Submission. For a detailed description of each role, please see the "[ICJI Egrants Security Roles Quick Start Guide](#)."

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- **6. Does a User Manager have to register other users for their agency?**
No. Each user will register themselves in Egrants and receive their unique user ID and password.

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- **7. Can a User Manager submit an application or work on an application?**
No, not with just the User Manager role. A User Manager can assign himself or herself the appropriate roles that would give them the ability to work on and/or submit an application.

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- **8. Will I receive tasks and alerts through Egrants pertaining to the status of applications, reports, etc. for all grants to my agency?**
No. You will not receive any tasks or alerts pertaining to specific grants. The Project Director, Financial Officer, and Contact listed on the Application Main Summary page will receive all tasks and alerts for that specific grant.

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- **9. Is there only one User Manager for my agency?**
There may be only one employee from your agency assigned the role of User Manager, however, ICJI strongly recommends that every agency have more than one User Manager, and possibly one User Manager for each department/work unit within the applicant agency. It would be a current User Manager's responsibility to assign this role to subsequent User Managers.

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- **10. How is the User Manager notified that someone from their agency has requested access to Egrants?**
The User Manager will receive a "Task" to review the access request in their Egrants Work Manager task list. The User Manager is also notified via email (within 24 hours of the access request) that they have received new "Tasks/Alerts" in their Work Manager.

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- **11. How do I become a User Manager?**
If your agency currently has a User Manager, you must submit an access request in Egrants to the current User Manager. If your agency does not have a User Manager, ICJI will set up the first User Manager for your agency. Submit the [User Manager Registration Request Form](#).

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